

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:  
**AMANDA E. CHESSELL ET AL.**

Serial No.: **10/628,647**

Filed: **JULY 28, 2003**

For: **RESOLVING PROBLEMS IN A  
BUSINESS PROCESS UTILIZING  
A SITUATIONAL  
REPRESENTATION OF  
COMPONENT STATUS**

Attorney Docket No. **RSW920070117US1**

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§ Examiner: **DUNCAN, MARC M.**

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§ Confirmation No.: **4885**

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§ Art Unit: **2113**

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**AMENDMENT UNDER 37 CFR § 1.312**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

OK TO ENTER: /MD/

Sir:

Pursuant to Rule 312, Applicants request that the following amendments to the specification be made to the above-identified, allowed patent application without withdrawing the application from issuance. In keeping with Rule 312, the Issue Fee has not yet been paid. Please amend the above-identified application as indicated below.